



A Paperless Solution

A detailed overview of the e-IWO process and
information on how your business can participate



Brought to you by the Child Support Services Division of the
Tennessee Department of Human Services in combination with the
Office of Child Support Enforcement (OCSE)

2017

e-IWO Process Checklist

1. *Contact the State Employer Services Unit about e-IWO*
2. *Receive e-IWO packet*
3. *Choose e-IWO option*
4. *Contact OCSE or the State Employer Services Unit*
5. *Complete any necessary programming to payroll system*
6. *Conduct connectivity test*
7. *Send and receive files through the e-IWO portal*
8. *Go live and start receiving IWOs electronically*

What is e-IWO?

The Federal Office of Child Support Enforcement (OCSE), in partnership with the states, public and private employers, payroll processors and other payroll related organizations have developed an electronic Income Withholding Order (e-IWO) process that enables:

- States to transmit income withholding orders electronically
- Employers to electronically notify states regarding the status of IWOs through acknowledgments, including terminations and lump sum payments

The e-IWO Project, which started in 2004, has resulted in:

- Reduced processing and handling costs for employers
- Improved communication between child support agencies and employers
- Withholding information provided in a consistent and uniform format



The e-IWO process has proven to be a cost effective and efficient method of handling child support IWOs for employers. ***There is no cost for you to participate in the e-IWO program!***

e-IWO Options

There are two options for implementing the e-IWO process. The System-to-System interface or the No Programming Option (NPO). There is no option for emailing individual IWOs to your organization.

1. System-to-System

The System-to-System Interface is suited for employers that receive a high volume of IWOs and have the technology resources to support connectivity. Employers process the electronic records and make appropriate updates to the payroll system based on the IWO. After implementation, manual processing of IWOs will be minimal. Based on employer experience, implementation of this option can take 3-5 months.

For more information about this option, go to:

http://www.acf.hhs.gov/sites/default/files/ocse/e_iwo_state_interface_specification.pdf

2. No Programming Options (NPO)

The No Programming option is suited for employers that receive a low volume of IWOs or have limited IT resources to implement the System-to-System alternative. This option requires no programming. Employers receive a .PDF copy of the IWO and a prefilled acknowledgment as either a fillable .PDF or an Excel spreadsheet (see page 4 for additional explanation of acknowledgment options). Based on employer experience, implementation of this option is less than 3 weeks.

http://www.acf.hhs.gov/sites/default/files/ocse/eiwo_paperless_solution_presentation.pdf .

NPO Electronic Acknowledgment Options

The electronic Income Withholding Order (e-IWO) process allows The State of Tennessee to send an electronic file of Income Withholding Orders (IWOs) to you. In response, you return the electronic acknowledgement telling the state whether the e-IWO was accepted or rejected. You can complete an acknowledgement very quickly and easily. Both the prefilled acknowledgement PDF and prefilled acknowledgement spreadsheet require secure transfer back to the e-IWO application.

Acknowledgement Spreadsheet

By completing the acknowledgement spreadsheet you are notifying the state that you received an IWO. The acknowledgement spreadsheet comes prefilled with all of the required data elements, such as noncustodial parent (NCP) name, case identifier and other data elements from the state's IWO electronic record. You complete the spreadsheet by indicating whether you accept or reject an order and supply a reason for the rejection if necessary. An example of a reject would be if you receive an IWO for a terminated employee or an employee who never worked for you.

Sample spreadsheet:

1	A	B	C	D	E	F	G	H	I	J	K	L
	State Code	Document Action Code	EIN Text	Employee Last Name	Employee First Name	Employee Middle Name	Employee Name Suffix	Employee SSN	Case Identifier	Order Identifier	Record Disposition	Status Code
2	IN	ORG	410760000	SMITH	JOSEPH	Mo		150001609	0000158905	ASFCAUSENOCM-422	A	WV
3	IN	AMD	410760000	PERSEVOR	JAMES			284001403	0000166604	PCR357204	A	WV
4	IN	TRM	410760000	SUTHERLAND	HENRY		JR	348004812	0000165739	TAXDISTCAUSENUM-4064	R	WV
5	IN	LUM	410760000	KING	STEVEN			072009804	0000167525	BUNDLE230-TX204	A	WV
6	IN	ORG	410760000	LANTZ	MICHAEL			061006700	0000167680	LANTZYU00	A	M
7	IN	ORG	410760000	PORTER	PATRICK		JR	650000100	1234567890123456		A	WV
8	IN	ORG	410760000	UNDERWOOD	MAXASDFGHJKLQWER	A	JR	440008160	0000158966	ASFCAUSENOCM-422	A	WV
9	IN	ORG	410760000	Overwood	MAXASDFGHJKLQWER	A	JR	440008161	0000158967	ASFCAUSENOCM-422	R	M
10	IN	ORG	410760000	Green	MAXASDFGHJKLQWER	A	JR	440008162	0000158968	ASFCAUSENOCM-422	R	WV
11	IN	ORG	410760000	White	MAXASDFGHJKLQWER	A	JR	440008163	0000158969	ASFCAUSENOCM-422	R	WV
12	IN	ORG	410760000	Strong	MAXASDFGHJKLQWER	A	JR	440008164	0000158970	ASFCAUSENOCM-422	R	M

You will receive an empty EMP acknowledgement spreadsheet before going live on e-IWO to use for this type of notification.

Acknowledgement PDF

The prefilled acknowledgement PDF is similar to the acknowledgement spreadsheet (described above), except you receive the prefilled acknowledgement as a PDF. You indicate in the prefilled acknowledgement PDF whether the IWO is accepted or rejected and, if rejected, a reason for the rejection. The acknowledgement PDF uses drop-down lists for you to choose the reason for the rejection.

How to Sign Up for e-IWO



Are you tired of receiving paper Income Withholdings? Are you ready to join the 400+ companies, and over half the states that are already taking advantage of e-IWO? If so, you can begin the process by filling out the profile forms for the e-IWO option you prefer (system-to-system, XML or Fillable PDF) or by responding back with your preferred option. We also offer one-on-one WebEx presentations just for your company. Once we know you are interested, OCSE will help get you setup.

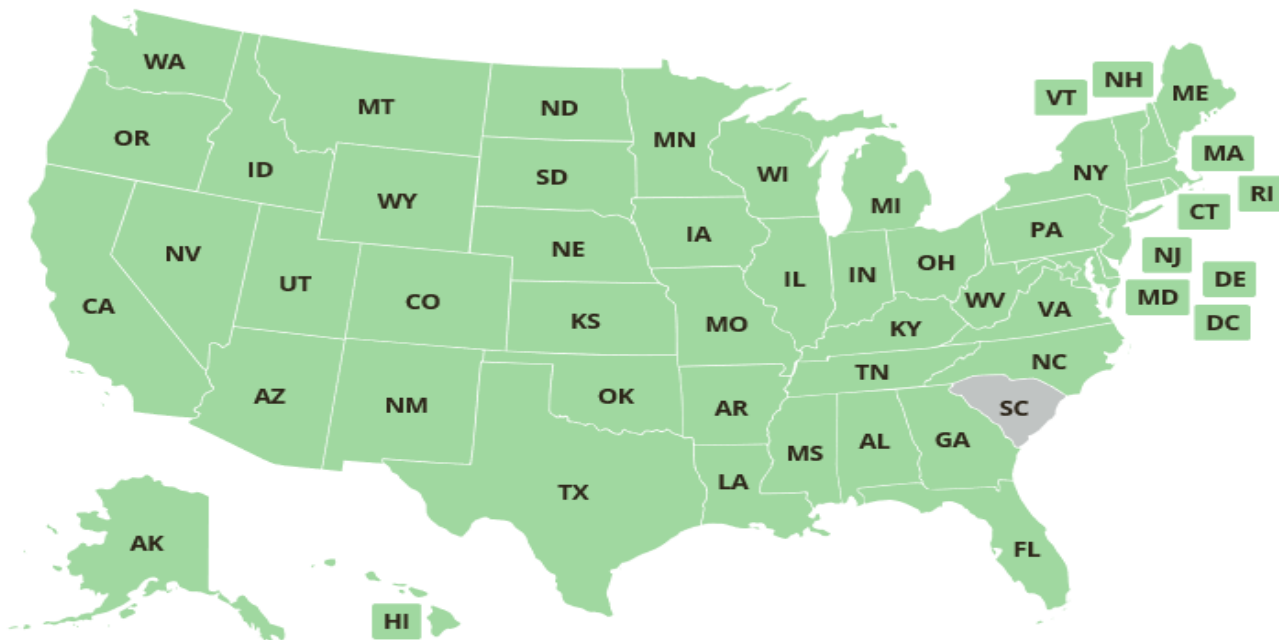
Still need more convincing? We would be happy to connect you with a company that is using the e-IWO option you are leaning towards. We can also setup a conference call with the federal e-IWO Team to answer any technical questions.

Look which companies are already enjoying the paperless benefits of e-IWO...

- Target
- Walmart
- Burger King
- JC Penny
- Ruby Tuesday
- Jet Blue
- ADP Payroll Solutions
- IISPS

States Implementation Status

 Sending e-IWO  Not sending or developing e-IWO presently




U.S. Territories

American Samoa Commonwealth of the Northern Mariana Islands Federated States of Micronesia
Guam Puerto Rico Republic of Palau Republic of the Marshall Islands Virgin Islands

*As of August 2016

In Summary..

Do this → 



← *Not that*

Questions?

Contact Information:

State Employer Services Unit
CSEmpServices.DHS@tn.gov
TN Department of Human Services
Child Support Division
(615) 313-5516 or
(800) 446-0814

eiwomail@acf.hhs.gov

E-IWO Team
Federal Office of Child Support Enforcement